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Richard K. Sullivan
Secretary
Executive Office of Energy and Environmental Affairs
100 Cambridge St.
Boston, MA 02114
October 26, 2013

Dear Mr. Sullivan,

I have written once before to the EEAC and We want to express our thoughts with regards to the MassSave HES program.

Dolphin Insulation is run by 2 daughters and a father.

Tiffany is 29 years old, Amanda is 24 years old and myself is 56 years old.

As you can imagine, the girls came up with the name Dolphin.. And homeowners love the name.. Even more, they love a Father, daughter story.

We started off as a Home Painting Company and because of education, we moved into the insulation/ painting business. The cellulose insulation helps paint last longer. Because MassSave makes their criteria so strick, we had 2 choices? Stay or go.

We decided to go to school and do all the things they wanted from us to be compliant. As we did this, we learned that much of the things we were learning were cutting edge, new ideas.. The reason we knew this was because the existing contractors were complaining about change.. Again, we complied.

We understood the goals of MassSave and we are glad to be a part of the vision. The homes we work on our so much more comfortable and the Drafts have been reduced by a minimum of 25%.. As much as 43 %...our blower door numbers!

So, the hurdles were large, but we did what was needed. We started off with 3 of us and one employee.. Amanda in the office, Tiffany in the field with me and Eric, who stuck with us through thick and thin... He is our #1 today...

Today, we are approaching 20 employee's.. We have a sales team of 2. Production team of 13 and an office staff of 4.. We employ a PR firm, A business coach, a Marketing company, a SEO company, a truck repair company, a printing company, A CPA, an IT company and 2 lawyers. One for HR and One for Construction law. We also pay for a couple different Cloud style software and Cloud style phone service

The pace is fast and the frustration is up and down..

But everyone gets paid on time.. Suppliers enjoy doing business with us and extend us large credit lines and good terms to pay them back. Otherwise, everything is paid for the same week. After the depression, I like to pay immediately; it's easier to see what's left. The reason for this letter to you today is to point out these points.. And let me change course for a second, we are in Tier one of the merit rating system of MassSave..

So, we do a great job, care for people, and get rewarded with work and income. All we see is a win-win for everyone in the program.

I sit on Best Practices Working Group and have for 2 years now. It has been a pleasure getting to know all the players in the MassSave HES program at this level. The PA's from all the companies are reasonable, intelligent people who we negotiate changes to help the program succeed and stay sustainable. Lynn Huckabee is at the meetings. Bob Eckel of CSG is at the meetings. Paul Gromer and Mike Plaski are there too!

All very nice people.. I was also a part of the 2 day summit at Gillette stadium a year ago. I met more people in this industry who normally I won't have met. They kept commenting on how humble I was.. I don't see myself that way, but it was a nice compliment

We are in the process of purchasing another truck or maybe leasing it. We have a meeting at the lease company Tuesday of this upcoming week.

I am hoping you can see and understand my point of view.

The Mass Save HES program is a good program that is saving homeowners allot of money and making them more comfortable in a house that has never been comfortable before.

Please consider my request to keep the program as it is and let the players in this game manage it with the Homeowners needs put first.

Thank You for reading this !

-Christopher Alphen
Director